

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES – Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



ARIZONA CORPORATION COMMISSION

September 9, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 62 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

SEP 9 2010

DOCKETED BY	<i>Rogge</i>
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RECEIVED
2010 SEP -9 PM 3:32
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89167

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Debbie

Last: Marcou

Account Name: Debbie Marcou

Home: (000) 000-0000

Street: email address

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Debbie Marcou [mailto:]

Sent: Tuesday, September 07, 2010 5:15 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: WATER

HELLO...

We will not be able to afford to live in Anthem with the increase. We need your help to keep the water reasonable. Please help us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89167

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89172

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ted & Donna Last: Murawski

Account Name: Ted & Donna Murawski

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR:

State: AZ Zip: 85064

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: I

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Ted Murawski [mailto:]
Sent: Wednesday, September 08, 2010 8:57 AM
To: Utilities Div - Mailbox
Subject: Rate Increase

Even with zeroscape landscape my Anthem water bills are two and a half times what we paid in Tempe. To raise them even more would be terrible.

Ted & Donna Murawski

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/09/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2010 - 89177

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Linda

Zinsmeyer

Account Name: Linda Zinsmeyer

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR: :

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: ()

Nature of Complaint:

From: Linda Zinsmeyer [mailto:
Sent: Wednesday, September 08, 2010 3:58 PM
To: Utilities Div - Mailbox
Subject: Water rate increase

To Arizona Corporation Commissioners,

I live in the Anthem Country Club and the value of my house has already fallen to half of what it was 3 years ago. Many of the homes in my neighborhood are bank owned and empty. The water rates are already much higher than in surrounding areas and if they are raised the houses here will be worth nothing. I'm afraid Anthem will become a ghost town, which it's quickly becoming now.

Sincerely,

Linda Zinsmeyer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/09/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89177

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89183

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Joan**

Sweet

Account Name: Joan Sweet

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: J Sweet [mailto:[j.sweet@arizona.com](#)]
Sent: Wednesday, September 08, 2010 9:07 PM
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox
Subject: Anthem Water Rates

Arizona Corporation Commissioners ,
I am writing to you concerning the proposed water rate increase for the community of Anthem.

This increase will affect our budget and lifestyle in Anthem. In addition to my personal water bill, every organization and business in Anthem will be affected by this increase. My budget will affect my spending habits around the community. When the people start moving out of Anthem because they can't afford the prices set forth by a HUGE water rate increase then who is going to be paying for the utilities? Our water company, Arizona American Water Company, is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment. The Arizona Corporation Commissioners are elected to their seats and my vote counts.

Joan Sweet

Anthem Arizona 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/9/2010

Opinion No. 2010 - 89183

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89178

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Bonnie & Richard** **Mehlin**

Account Name: Bonnie & Richard Mehlin

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR: |

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: bmehlin [mailto:
Sent: Wednesday, September 08, 2010 5:53 PM
To: Utilities Div - Mailbox
Subject: Water Rates in Anthem

We have lived in Anthem for six years. When we purchased our house, we were not notified of the impending water rate increases.

Since we are retired and on a fixed income, we will be unable to absorb such a dramatic raise in our water bill as well as the increases in HOA fees for Anthem and Anthem Country Club. We have lost value in our investments in the market and in our house, which will be almost impossible to sell with such high water/sewer rates, so that we may be forced to consider foreclosure. Since many other residents face the same bleak financial futures, we fear that this community will suffer even greater levels of foreclosures and drops in house prices.

Furthermore, the current water rates are set on a base that makes it useless to conserve water. We have eliminated our grass, cut back on outside watering and made every effort to conserve in the house - all to no avail as our bills remain at the same level.

Arizona American Water Company is a large company with large profits. They should be able to structure another method of securing their investment. If Big Business is able to pass on their losses to consumers, who are we consumers going to use to recoup our losses?

We desperately need the Corporation Commission to stand up for us and refuse the request for exorbitant water rate increases.

Thank you for your efforts on our behalf.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Bonnie and Richard Mehlin

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89178

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89179

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **William & Patricia** **Knaus**

Account Name: William & Patricia Knaus

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Willie Knaus [mailto:]
Sent: Wednesday, September 08, 2010 6:43 PM
To: Utilities Div - Mailbox
Subject: anthem water rates

Dear Commission members,
I have attended some of the open meeting in Anthem and commend you on your commitment to listening to all sides. We are like many families, challenged by the economy and the it's affect on how we live. I have had to find work outside the State that combines with my wife's income to make end meet. It is not what we had planned when we moved to Anthem 2 1/2 years ago. Of course, we are not alone in these challenging times. As you know, the proposed water rate increase is substantial for Anthem residents. With out a doubt it would impact our budget. It would also have us considering a move from Anthem, a community we think is special. Your task is not easy. The human element is a voice that cries for fairness. Know your decision will be respected, whatever it may be.

Sincerely,
William and Patricia Knaus

Anthem, Az. 85086
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 9/9/2010

Opinion No. 2010 - 89179

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89180

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Nancy** **Glatt**

Account Name: Nancy Glatt

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR: |

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Nancy Glatt [mailto:r
Sent: Wednesday, September 08, 2010 6:56 PM
To: Utilities Div - Mailbox
Subject: How would a 77% increase effect you?

Dear Commissioners,

I have two homes in Anthem and when I purchased the first home I asked about water rights, and availability. I was told by the builders sales representative that we had a 99 year agreement with our water company and water availability was not a problem. No one informed me in writing or otherwise the contrary. I would not have purchased the first home if water was going to be an issue—it's as important as the air we breathe. I certainly would not have purchased a second home in Anthem with such a heavy burden already over my head. And, looking into the future who would buy either of my homes when the word of the water issue is out about Anthem.

How would you react if someone told you "oh by the way you are going to have to endure a 77% increase in your water rates"? You know as well as I do when this type of thing happens it never goes away. A water company should not have the right to assess fees on families it could not work out with the developer!!! This fight is between the developer and the water company not the uninformed families who have been hit hard by a very uncertain economy. How could you even consider adding another \$100.00 to \$200.00 to our bills monthly. How many of us in Anthem, trying to do the right thing and stay in our homes, that are now worth half of what we paid for them, cannot afford this additional burden. How would you feel if you were me? How will I keep a renter if their bill goes up. I'll have to pay their bill water bill that's how.

I ask you to fight your battle with Del Webb and leave me and the other overburden families of Anthem alone. I/we cannot afford a 77% increase on any utility could you?

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Nancy Glatt
Anthem Homeowner
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89180

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 89181

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Gregg & Jennifer** **Thomas**

Account Name: Gregg & Jennifer Thomas

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR: ,

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Gregg Thomas [mailto:
Sent: Wednesday, September 08, 2010 8:39 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Case

Dear Arizona Corporation Commissioners,

We have lived in Anthem since 2001 and find it to be an excellent community. We have a full house with three teenage boys and we are very active as supportive parents and volunteers for Anthem Elementary, Boulder Creek High School, Little League, Pop Warner and marching band. This economic crisis has been devastating for our community and as a family we are financially stretched pretty thin. We have a clear understanding of our financial obligations and have entered into contracts and agreements knowing there is a risk involved, and we take the responsibility for them. Just as Arizona American Water Company entered into an agreement with Del Webb, we believe they should figure out a way to handle their infrastructure investment without putting the obligation on the homeowners. We see no reason for us to be obligated to support their poor financial choices. Making the homeowners responsible for their financial shortsightedness is not right.

We have three active voters in our household and we definitely use our vote to make our voices heard. We appreciate your consideration regarding the rate increase and ask that you avoid putting the burden on already strapped homeowners. Thank you.

Gregg and Jennifer Thomas
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89181

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89182

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Paul & Lori**

Husted

Account Name: Paul & Lori Husted

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Paul Husted [mailto:
Sent: Wednesday, September 08, 2010 9:01 PM
To: Utilities Div - Mailbox
Subject: Water Rate increases

To whom it may concern:

My wife and I bought a home in Anthem last Feb. we still live in Montana but our in the process of looking and reviewing a transitions to Arizona. Cost of living is one of the issues we look very hard at as we review this process. I trust you will review in detail the effect a rate increase will have on the people of Anthem. It is a great Community to live in. Thank you very much.

Paul and Lori Husted
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 and SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89182

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89165

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Bill and Marcy Last: Oelhafen

Account Name: Bill and Marcy Oelhafen

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR:

State: AZ Zip: 85064

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

-----Original Message-----

From: Bill Oelhafen [mailto:
Sent: Tuesday, September 07, 2010 5:36 PM
To: Utilities Div - Mailbox
Subject: water rates anthem

It is imperative that you be fair in the final decision when it comes to determining water rates in the Anthem community. I am just entering retirement and this increase will impact not only my water bill at my home but also the dues I pay to live in the Anthem community. There are other standard practices for the Arizona Water Company to secure the return on the infrastructure investment. Be fair. I have to live within my budget and the decisions I make so should the Arizona Water Company. Also rate sharing seems to be a reasonable solution to this issue.

I will do everything I can to support those of you on the commission to come to a fair and reasonable solution and the other hand if we in Anthem are forced to pay for a bad decision of the Arizona Water Company I will do what I can to remove those that supported that decision.

Be fair and reasonable.

Bill and Marcy Oelhafen
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89165

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89162

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Miller and Last: Ruth Lee

Account Name: Miller and Ruth Lee

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR:

State: AZ Zip: 85064

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Ruth Lee [mailto:]
Sent: Tuesday, September 07, 2010 6:05 PM
To: Utilities Div - Mailbox; Stump-Web; Pierce-Web; Newman-Web; Kenndy-web@azcc.gov; Mayes-WebEmail
Subject: Anthem WaterRate Issue

September 7, 2010

To: Chairwoman Mayes
Commissioners Kennedy, Newman, Pierce, Stump:

Re: Docket W - 01303A-09-03-43, SW01303A-09-03-43

From: Miller and Ruth Lee

Anthem, AZ 85086

It is our understanding that the Arizona Corporation Commission is delegated the responsibility to hear issues related to MAJOR RATE CASES. The Anthem issue concerns a MAJOR RATE INCREASE that is beyond any reasonable measure. You have been presented with all of the facts that make the request from Arizona American Water far above and beyond acceptable industry standards utilized across the country. It goes without saying industry utilizes long-term financing to finance long-term assets. The Anthem water infrastructure represents long term assets of Arizona American Water company.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are retirees living on a fixed income. The proposal to increase our water rates 77% is frightening to say the least. Our community is already in dire straights due to the real estate market collapse. Our home has lost value, our water rate now stands at an average of \$150 per month. Not only is such an incredible increase frightening to us, it would surely prevent us from finding a buyer for homes in our neighborhood. The real estate market is going to take another hit in Anthem if a 77% water rate increase is approved!!

Please consider the facts and reach a fair decision for all concerned. Any decision that causes us to be hit with a 77% increase could not be considered fair on any level....be it local or national.

Sincerely yours,
Miller and Ruth Lee
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89162

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89139 Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mark & Jamie Last: Grace

Account Name: Mark & Jamie Grace Home:

Street: Work:

City: Anthem CBR:

State: AZ Zip: 85086 is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: MARK GRACE [mailto:
Sent: Wednesday, September 08, 2010 9:31 AM
To: Utilities Div - Mailbox
Cc: r
Subject: Water rate increase
Importance: High

All,

We have been here in Anthem for approx eight years, and for the past two years we fought hard to get a loan modification on our mortgage. That process was pure hell, and I'm glad to say that our loan mod was accepted. In making this loan work, I had to economize and tighten things up. This proposed water rate increase and potential implications on an increase in my HOA dues will put me over my budget, and I will have no choice but to walk away from what we have worked so hard to achieve. Since we have moved back to Arizona, our life together has been difficult to say the least. We have tried very hard to make things work here, but we do have our limits. When the day comes that we leave Arizona, we will not look back... nothing but bad memories.

Mark & Jayme Grace

Anthem, AZ 85086

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/08/10-

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89139

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89158

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Dan

Meiller

Account Name:

Dan Meiller

Home: (000) 000-0000

Street:

email address

Work:

City:

Anthem

CBR:

State:

AZ Zip: 85064

is: Cellular

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Dan Meiller [mailto:c

Sent: Tuesday, September 07, 2010 7:32 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: Anthem Water Rates

Commissioners,

This message is to reinforce messages you have already received discussing the Anthem rate case currently before you. I feel compelled to write based on two factors.

1. While I am neither a lawyer nor an expert on water systems, it seems illogical to me that the money Arizona-American Water owed to Pulte for infrastructure should be built into the rate structure as proposed. Even if you rule that the rate payer should shoulder the cost of the infrastructure twice (once in the price of our homes and again to Arizona-American) the cost should be recovered over a limited time, not built into the rate structure. It is patently unfair for the rate payer to pay the higher rates long after the infrastructure cost has been subsumed.

2. I can see no justification for a rate difference based on the size of the pipes and meters. At the very least I request that you require Arizona-American to prove with verifiable documentation that they have incurred higher

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

costs for the 1" meters and that the cost is equal to what they are requesting to recover. I understand there are homes in Anthem with 1" pipes and no sprinkler system and ¾" pipes and with a sprinkler system. The sprinkler systems are a red herring. Please make them prove an disparity in cost.

In conclusion, like some other retirees in Anthem, the recession and decline in housing values has left me on the edge of being able to remain in Anthem. Dramatically higher rates, I believe, will cause a further deterioration in our real estate values and our life style, not only due to higher personal water bills but because all local businesses, the club, and the HOA's will have to increase their prices and fees to pay the higher water rates.

Please make it your primary role to protect Arizona citizens.

Dan Meiller

Anthem Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89158

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89144

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

John

Coleman

Account Name: John Coleman

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: John Coleman [mailto:
Sent: Tuesday, September 07, 2010 7:56 PM
To: Utilities Div - Mailbox
Subject: Anthem proposed water rate hike

This is utterly ridiculous. Compare the "existing" water rates to those in Arizona and it must be the highest, hands down. Are you aware that the current water rate does NOT include Garbage Pick-Up? Phoenix water, Scottsdale water, etc etc at least include garbage pick up. Not at Anthem....excuse me, not at Anthem Country Club East of the I-17. Garbage pick up is \$212.00 per year, per house. This is already absurd and they want to increase it +77%? Their nuts and if you approve it, the same. Enough is enough. Just because Del Webb and AZ AM Water were in cahoots and that Del Webb sold every lot 10 YEARS before they had planned.....ya, 10 years sooner than planned, the subsidy goes away. I purchased in 2002 and nothing in my closing papers 3-ring binder had anything to do with the water issue. This is just "one more reason to sell and leave Anthem." What do YOU pay per month and does it include garbage pickup? Answer yourself that.

John Coleman

Anthem, AZ 85086

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Regards,

John Coleman

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

480-216-0671 (Cell)
kosovojohn@Gmail.com (E-Mail)
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89144

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89041

Date: 9/7/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
Elizabeth Turner

Account Name: Elizabeth Turner

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343 and SW-01303A-09-0343

From: Elizabeth Turner [mailto:
Sent: Sunday, September 05, 2010 9:46 AM
To: Utilities Div - Mailbox
Subject: Anthem proposed water rate increases

Dear Commissioners:

I am writing to express my outrage in AZ American Water's proposed rate increases for Anthem. If such increases take place, Anthem residents and business will be pushed into further economic hardship.

As a resident of the Anthem Country Club, my rates are already higher due to the size of my water meter. That alone is a questionable practice as the meter exists for fire sprinklers, which in a fire will save the county thousands of gallons of water and prevent further fire spread and disaster. Basically, I am paying more on a daily basis for something that will use less water than other areas without sprinklers.

Already conscientious water conservationists, our water/sewer bill averages 125.00 a month. The proposed increase will take our bill over \$200.00 a month. While I understand the concept of corporate growth and understand cost of living increases on utility costs, I cannot understand why a company that makes millions of dollars in profits - one whose parent company showed an 18% 1- year profit in an economic depression - needs to rape its customers, proposing increases of up to 77%.

What I also question is how the east side of I-17 residents are forced to cover the cost of an infrastructure used

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

by the City of Phoenix and residents on the west side of 1-17.

An increase of any size will affect me financially in a number of ways. I will be affected by an increase in my Country Club dues, an increase in my Council dues, an increase in my homeowners' association dues, an increase in my local restaurant prices, an increase in my hairdresser's prices, an increase in the prices of all the local businesses.....

What I cannot understand is why AZ American Water feels a need to secure a return in infrastructure costs through rate increases rather than using more standard industry standards for the repayment of infrastructure. What I cannot understand is how elected Commissioners could even stand for such injustices knowing 40,000 people in a community will be devastatingly financially affected. More families will be forced into foreclosure. More families will be forced to move to other regions. More businesses will be forced to close.

We are victims of two large corporations' games: Del Webb/Pulte in their failure to disclose costs to us and AZ American Water, who basically can hold us captive for a basic need.

Please, help the voting citizens of Anthem in their fight against these greedy and quite profitable corporate giants.

Thank you.

Liz Turner

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/7/2010

Opinion No. 2010 - 89041

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010

89055

Date: 9/7/2010

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Bob

Tack

Account Name:

Anthem Country Club Community Assoc.

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: n/a

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343 and SW-01303A-09-0343

OPPOSED RATES

ANTHEM

From: Bob Tack [

Sent: Sunday, September 05, 2010 1:34 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Cc: JJerich@azruco.gov; Liz Turner; 'JACK NOBLITT'; 'jenna kollings'; 'Bob Golembe'; Andy Tobias; Jody Cote;

Peni Long ; Ray Norris; Steve Champion

Subject: Anthem Water rate increases W-01303A-09-0343,SW-01303A-09-0343

Importance: High

Chairwoman Mayes,

Commissioners Kennedy, Newman, Pierce, Stump,

Please see the attached letter regarding the Anthem Water Rate increase petition submitted by Arizona American Water Corporation.

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Bob Tack

President,

Anthem Country Club Community Association

Attachment:

To: Chairwoman Mayes

Commissioners Kennedy, Newman, Pierce, Stump

Re: Docket W-01303A-09-03-43, SW-01303A-09-03-43

On behalf of the Anthem Country Club Community Association, I am writing with grave concern that the Commission's stance and the stance of the RUDC Commission are more favorable to the Arizona American Water Company (AAWC) than to the thousands of homeowners in Anthem. I am greatly dismayed by what appears to be favorable views toward arguments that will significantly increase the water rates in Anthem. Let me outline the horrendous impact the proposed rate increases of 77% or \$113.21 will have on our community. Please bear in mind we are already paying an average of \$55 a month over the average of 30 water districts in the greater Phoenix metro area.

First and foremost is the impact on over 10,000 homeowners' monthly budgets. In the Anthem Country Club Community Association an increase of 77% will raise individual homeowner bills by \$75-\$125 per month. Even the most conscientious homeowner, who carefully monitors water and currently pays \$95, will end up paying \$168 a month with such an increase. But it doesn't stop there.

Second, as a result of increased costs incurred by their homeowners' association to maintain the areas developed in their neighborhoods by Del Webb, there will be an increase in the homeowners' HOA dues. Maintaining community common areas and community trees and landscape is an expensive obligation of the HOAs in Anthem. Even after careful water conservation and monitoring over the past two years, a rate increase of 75% will force the Country Club HOA to raise its dues to homeowners.

Third, watering of community-wide properties include water parks, swimming pools, catch and release ponds, as well as baseball, soccer and volleyball fields. These amenities fall under the Anthem Community Council, to which each homeowner pays quarterly dues. The Anthem amenities built by Del Webb as the central selling feature to our community all require enormous amounts of water, despite our vigilant management of every water meter on the properties and the use of effluent water. The amenities are necessary for quality of life and the protection of our investment in home ownership. A rate increase of 77% will force the Anthem Community Council to raise its dues to homeowners, thus a third increase in homeowner costs.

Fourth, those homeowners who live in the Anthem Country Club will be given yet another rate increase from the Anthem Golf and Country Club to cover the water rate increase that affects the maintenance of the golf courses, fitness centers and dining rooms. Additionally, costs will be passed to those Arizona companies and Valley homeowners who rent the Anthem Golf & Country Club facilities for their corporate and private events. Now the rate increase will affect financially those outside our immediate community.

The four levels of significant increased costs requested by AAWC will most likely total \$100 to \$115 per month, per homeowner in the Anthem community. And this is on top of our current costs which are on average \$55 more than average in the greater Phoenix Metro area. This is a huge amount of money to be absorbed by the large number of retirees in our community, as well as for young working families, many of whom have seen one or more of their household incomes reduced or eliminated due to the current economic situation.

But the financial impact does not stop there. We have a large number of churches relying on parishioners for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

donations to support community activities such as food banks, medical support, clothing and substance abuse counseling. The potential increased water costs to homeowners will negatively impact these donations at a time of critical need. Fund raising activities by our local high school clubs such as band, theater, soccer, glee club will be affected as homeowners will not be able to afford to support these worthy youth activities. Our local service clubs, such as Rotary, Kiwanis, VFW, Knights of Columbus and our local fire department also will struggle to raise funds for community service projects. Even our North Valley Posse, who received Council funding to protect the security of our homeowners will be affected. We have businesses, already near the brink of financial foreclosure, which will be forced to close.

In summary the proposed water rate increase will have a devastating impact on our community - 10,000 homeowners with nearly 40,000 residents forced to bear an outrageously high cost burdens due to grossly flawed infrastructure funding.

Which brings me to my final comment: infrastructure repayment. The grossly unfair attempt by the water company to retrieve the upfront infrastructure costs over a very short and limited period of time is unconscionable. As you are undoubtedly aware, the original developer Del Webb/Pulte made arrangements with Citizens Water to build the infrastructure required to deliver water to the Anthem development. An integral part of this arrangement was for Del Webb/Pulte to provide the necessary upfront funds to Citizens Water in the form of a loan which was to be paid back over a very short number years, commencing with the build-out of the community. Citizens later was subsequently acquired by American Water Corporation as a subsidiary and was named Arizona American Water Corporation (AAWC).

As you also know, American Water is the largest publicly traded water Corporation in the United States and is very profitable, currently paying dividends. Rather than securing a long-term bond backed by the infrastructure, AAWC choose to assume the very early repayment schedule originally made between Del Webb/Pulte and Citizen Water. It appears that efforts are being made to establish a horrendous rate increase so that Arizona American Water Corporation can make the early payback of these funds, rather than utilize the nationally accepted standard of financing water infrastructure over a 35 or 40 year time frame.

If the huge increase is granted, the residents of Anthem will be stuck with totally unreasonable water costs far into the future and well after the upfront funding has been repaid. We have no confidence that your successors on the Commission will ever insist that once that money has been repaid, our rates would be lowered. The Commission must stand tall and insist that the Arizona American Water Corporation, seek long-term financing for the repayment of the purchase costs.

This Commission has the authority to correct grievously-erred decisions of past Commissions who neglected to fully understand the financing of the water infrastructure. This Commission should direct Arizona American Water Company to obtain appropriate and industry-established normal long-term funding and consider only such long term funding in establishing rates for our water over the proposed short- term financing. We seek fair and reasonable rates which is a fundamental principal of your commission and not the outrageous rates being requested.

Respectfully submitted,

Bob Tack
President,
Anthem Country Club Community Association
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89055

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89083

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Little

Account Name: Little

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Robert Little

Sent: Tuesday, September 07, 2010 3:46 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: Proposed water cost increases

Dear Commisioners ,

Please make note that i among the taxpayers in Anthem, Arizona that are dead set opposed to any such outrageous increase in any proposed water related cost increases to the consumer. I can hardly believe that anyone would be in favor of this unless they are on the receiving end to benefit from this, and that would hardly be most anyone in the public domain.

I ask you if you were on the receiving end of such increases if you would be receptive to this? It is easy to understand that nobody in such ecomomic fragility would be.

Kindly vote as representatives of us the taxpayers, and cast a NO vote for any such water related increases to those of us that are already overburdened in day to day living. Water is not dispensable, it is a necessity for each and every one of us, but it is not necessary to make people pay outrageously for a necessity in life. Thank you for voting your representative conscience, and not politically.

Sincerely, Robert S. Little, Anthem, AZ resident

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89083

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion **No.** 2010 89066

Date: 9/8/2010

Complaint Description: 08H Consolidation - In Favor
N/A Not Applicable

First:

Last:

Complaint By: **Jane & David**

Childers

Account Name: Jane & David Childers

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NOP W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: David M. Childers <dmchilders@cox.net>
Sent: Tuesday, September 07, 2010 1:44 PM
To: Utilities Div - Mailbox
Cc: dmchilders@cox.net
Subject: ARIZONA AMERICAN WATER RATE INCREASE

Gentlepersons,

My wife and I moved to Anthem from Pennsylvania about 2 years ago.

We love Anthem, its atmosphere and facilities. It is similar to MY home in Douglas where I was born about 80 years ago.

We are both retired , on fixed incomes, and shortly after we moved in, we had a significant increase in water facility dues over our original costs.

Now we are faced with another virtual doubling of our current fees again. I find it inequitable for we in Anthem to have our fees again increased while so many other clients of American Water Company have currently such minimal fees .

Please in your review of this situation and exercise a modicum of equity and act to equalize the costs for all the users of this company.

Thank you for your consideration

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

David M. and Jane M. Childers

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89066

/

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 712-6000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 89067

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Doreen**

Drew

Account Name: Coldwell Banker

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Doreen Drew [mailto:drew.d@coldwellbanker.com]
Sent: Tuesday, September 07, 2010 3:26 PM
To: Utilities Div - Mailbox
Subject: Anthem water rate increase

I honestly don't know if you will be reading these emails. However, I'm pleading with you NOT to increase the rates in Anthem. As the owner of the Coldwell Banker office here, I can guarantee it will ruin our already weakened real estate market. Homeowners are already walking away due to the economy and buyers are constantly inquiring about water rates. If they are nearly doubled OMG! What more can I say?

Doreen Drew, ABR CLHMS e-PRO GRI
Certified Short Sale Negotiator (CSSN)
Short Sale & Foreclosure Resource Certified (SFR)
Coldwell Banker Daisy Mountain R.E.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 9/8/2010

Opinion No. 2010 - 89067

/

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89068

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Robert **Andringa**

Account Name: Andringa

Home: (000) 000-0000

Street: 10111 BUCK CREEK CT

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Robert C. Andringa [mailto:andringa@azwater.com]
Sent: Tuesday, September 07, 2010 3:31 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Decision

I want to weigh in with my deep concern that many Anthem residents, including me, will suffer if our rates (and our Club's rates) go up by the possible 77%.

1. We are retired and have water bills already at \$160/month because of a large water feature.
2. I volunteer to help people in need in Anthem. For many of them, another \$50 a month would be a breaking point since many are unemployed, many have illnesses, and many have children.
3. We are trying to make Anthem a model community that cares about its neighbors. The word of "outrageous" water rates would discourage people from moving here or encourage them to move.
4. We have all seen the numbers of how much more profit American Water is making than the national average. Surely there is a way to consolidate or spread out the increases over 5-10 years so more of the users (those living here and those moving in) can share the burden.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thanks for making a wise decision in the midst of all the confusing data and communications on this issue.

Bob
Robert C. Andringa

Anthem, AZ 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89068

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89069

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Sandi

Richmond

Account Name:

Richmond

Home: (000) 000-0000

Street:

n/a

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85086

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone

7

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Sandi Richmond [mailto:richmond.sandi@gmail.com]

Sent: Tuesday, September 07, 2010 3:33 PM

To: Utilities Div - Mailbox

Subject: Anthem Water Rates

I am writing to you as a senior citizen who lives in Anthem and chose to do so because, among other things, the affordable cost of living here. In no way, shape or form did I have any knowledge or information that would lead me to believe that the water situation would come to where it has come to. It was my understanding that Del Webb had taken responsibility for getting water here. Now, unfortunately, someone (American Water) is not getting the right return on their dollar - so why not sock it to the residents of Anthem?

Personally, this increase will hit me like a ton of bricks. I live on a fixed income - so something will have to go. Less food? Less air conditioning? Less meds? Less spending? Less visits to the doctor? Honestly, I don't know what "less" I will opt for, but I can tell you for sure that there will be something.

American Water Company is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment. I would like to think that we elected the right people to the Arizona Corporation and that you will see recognize your responsibility to the people - which is to rectify this unjust, unfair, play by a large corporation to make up its losses on the backs of "Joe the Plumber." It is just not fair - and I can only believe that you see the injustice of this whole situation - and knowing that, you make the right decision.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SANDI RICHMOND

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89071

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jerry Klein

Account Name: Klein Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Jerry A. Klein [mailto:
Sent: Tuesday, September 07, 2010 3:49 PM
To: Utilities Div - Mailbox
Subject: water rate increase

How we got from reasonable to where we might go eludes me, but it's effect on my wallet are extremely unfair, and especially unwarranted at this time. It would seem the residents of Anthem are, or could be, victims of a huge ponsi scheme. I sincerely hope that coolers minds will prevail, and all customers of American Water will be treated equally. I wonder what would happen if everyone in Anthem decided not to pay their water bills at the same time; interesting.

Jerry A. Klein
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89071

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89072

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Nancy**

Goodman

Account Name: Goodman

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

-----Original Message-----

From: Nancy Goodman-AOL
Sent: Tuesday, September 07, 2010 3:49 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

As a widow on a fixed social security income since last November, if this increase is allowed to happen, I likely will have no choice but to sell my home and either rent an apartment or move in with one of my children. The nation's economy has already impacted my life and with the added expense of water/sewer rates for our community, it is inevitable that there will be increases to the Country Club assessments and the monthly homeowner's association dues. There has been no increase in SS payments for a few years now and each and every increase in the cost of living brings devastating results for many of us who depend on that source of income! Surely American Water has other alternatives and solutions...we don't!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 89072

2

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 540-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 89074

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robin**

Dieman

Account Name: Dieman

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: /

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

-----Original Message-----

From: Robin Dieman [mailto:robin@arizona.com]
Sent: Tuesday, September 07, 2010 3:52 PM
To: Utilities Div - Mailbox
Subject: Water Hike

Dear Sir/Madam,

I am writing in response to the proposed rate hike in Anthem. Let me share my story and how this rate hike will affect my family. I have lived in Anthem since 2003 and my children have made many lifelong friends here. In 2008, my world fell apart when my husband left us for another woman. I am now a single parent, full custody and full responsibility for my children, now in High School. I have struggled to keep my children in this wonderful community with their friends and peers. The cost of keeping us together here is a hardship but I feel it is in the children's best interest to disrupt them as little as possible in these trying times. If the water rate increases, I will be UNABLE to continue living here in Anthem, a place we call our home.

Regards,

Robin Dieman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2010

Opinion No. 2010 - 89074

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89075

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Michael & Nancy**

Hardin

Account Name: Hardin

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: ..

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: mhnh [mailto: ..]
Sent: Tuesday, September 07, 2010 3:54 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

My wife and I are living on a fixed income and the proposed increases in water and sewer by the Arizona American Water Company could increase our water and sewer costs by a whopping 77%.

In economic times like these where we have seen the value of our home drop significantly, the value of our retirement portfolio drop, and my wife and I not working, this increase is egregious and should be voted down.

Alternatives must be found and we need your help.

Sincerely,

Michael and Nancy Hardin

Anthem, AZ 85086
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89075

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89076

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Maureen**

Medina

Account Name: Medina

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Maureen Medina [mailto:maureen.medina@azwater.com]
Sent: Tuesday, September 07, 2010 3:34 PM
To: Utilities Div - Mailbox
Subject: Potential Anthem water rate increase

As a family living in Anthem, we are writing to express our opposition to the proposed drastic increase to our water rates. As this community strives to survive in these already difficult times, it is unconscionable that such an increase should be granted against the will of the vast majority of residents/voters in this community.

I am asking that you stop the "highway robbery" that has been proposed by the AAWC and consider the adverse affects on the THOUSANDS of people living here in Anthem.

Thank you,

The Medinas
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 9/8/2010

Opinion No. 2010 - 89076

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89077

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Linda**

Roman

Account Name: Roman

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Linda Roman [mailto:
Sent: Tuesday, September 07, 2010 3:38 PM
To: Utilities Div - Mailbox
Subject: water increase

Please be aware that a 77% water increase (after incurring a 100% water increase 2 years ago) is unthinkable and doesn't make any logical sense. !! This increase will negatively impact our way of life in this community and will send many of us over the edge as it not only increases our water bill, but also HOA and Club Corp dues.

Linda Roman

I

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2010 - 89077

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

9

Priority: Respond Within Five Days

Opinion No. 2010 89078

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Dale Anderson

Account Name: Anderson Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone: 7

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: DEA Investments [mailto:
Sent: Tuesday, September 07, 2010 3:38 PM
To: Utilities Div - Mailbox
Subject: Anthem water rate increase

Dear Commissioners,

I just heard that our water bills in Anthem might go up as high as 77%.

This would create a huge negative impact on my family. Most all of us are still trying to compensate for our income losses in this bad economy.

I hope you will not allow the water bill to be increased over the CPI annual increase for our area. This would be the correct way for you to increase the water bill.

Thank you,

Dale E. Anderson
Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89078

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89080

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James**

Warren

Account Name: Warren

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Rdwarur313@aol.com [r

Sent: Tuesday, September 07, 2010 3:41 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: Outragious Rate Increase

Commissioners:

You are currently considering a rate increase request from Arizona American Water that could have a devastating impact on the entire community of Anthem, AZ. As a retiree on a fixed income, a 77% increase would result in a monthly water bill of around \$200. That significant increase aimed at one community will force me and others to forego other necessities. It will force my HOA to raise my fees. It will force business to raise their prices, and perhaps even close their doors. I have already taken many steps to reduce my water use, but my bill never seems to reflect my efforts, and now it may about double.

It is my sincere hope that you will not give Arizona American Water a blank check. Arizona American Water is a very successful corporation and it has a broader base to draw from and shouldn't be allowed to ask this community to shoulder an infrastructure cost that no one knew about to begin with.

As elected officials, be mindful that you were put in office by the citizens of this state, not the corporations that seek to plunder my town for their profit.

James M. Warren

Anthem, AZ 85006

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89080

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89081

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Tom

Sodeika

Account Name:

Sodeika

Home: (000) 000-0000

Street:

n/a

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85086

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Tom Sodeika [mailto:

Sent: Tuesday, September 07, 2010 3:45 PM

To: Utilities Div - Mailbox

Subject: Anthem AZ Water Rates

To whom it may concern,

While not being a resident with voting power in state and local issues in AZ, as a home owner in Anthem I have grave concerns for the pending fee increases for water service. When any company, utility or fee based service states that increases of exorbitant measure in such short time are necessary, I ask where has the management been leading up to this point in managing costs, infrastructure, capital requirements etc... to hit customers so hard and fast. It seems that those responsible at the company and in public service to oversee the utility for the best interest of the public it serves should be held accountable for past mismanagement to lead to this point or reassess the current proposal. While unable to vote, we can still support folks who would work for the best interest of its constituents.

Thank you,

Tom Sodeika

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

President & CEO

Precision Payroll of America

1000 W. Meyer Road Suite 210

Oakbrook Terrace, IL 60181

800 242-1507 Direct

800 3700 Cell

800 307-0733 Fax

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89081

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89082

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Greenberg

Account Name: Greenberg

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Dr. Robert Greenberg [mailto:rgreenberg@azwater.com]
Sent: Tuesday, September 07, 2010 3:45 PM
To: Utilities Div - Mailbox
Subject: Water increase in Anthem Arizona

The current price we pay for water is already higher than any of my friends or colleagues anywhere else in Arizona. Please protect us and help stop this increase from happening. We are doing our very best to keep our heads above water and to keep our home. An increase like this will place our community and ourselves in dire straits.

Your time and attention on this issue is appreciated

Respectfully,

Robert Greenberg
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89084

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Michael**

Brady

Account Name: Brady

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Michael Brady [mailto:
Sent: Tuesday, September 07, 2010 3:47 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rates

My wife and I recently retired and moved from Florida to Anthem just 3 months ago. We had no idea about the impact of the pending water issue but with me having a pension and my wife no income the increases that are being discussed would have a significant adverse impact on us. We have lived many places and never heard of anything like this. Even in Florida where drought was a major issue the past several years we only paid \$75 per month in the peak summer watering season. We had a pool to add water to as well as major sprinklers keeping the grass alive and only \$75 in the summer and more like \$40 in the winter.

I truly do not understand how the type of increase being proposed can be made with a straight face. Retirees such as myself are one issue but what about those with kids? What about those who are already having financial or employment issues?

Please use common sense and find a way to prevent this drastic increase from happening. The community of Anthem is a wonderful place as we have seen in 3 short months. Please help keep it that way.

Michael F. Brady

"End of Complaint"

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89084

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89089

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Harbison

Account Name: Harbison

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

-----Original Message-----

From: Harbison Robert [mailto:
Sent: Tuesday, September 07, 2010 3:55 PM
To: Utilities Div - Mailbox
Subject: Anthem proposed water rate increase

Honorable Commissioners:

As Anthem residents and retirees we are in a state of shock regarding the proposed and unprecedented increases in water rates proposed by American Water. Our monthly water bill we calculate will go up from \$133 dollars (now nearly double what Phoenix homeowners pay in Anthem/ Phoenix just across the freeway from us using the same system) to over around \$225 just for the water bill alone. Add in the increases in HOA fees and we calculate our cost will be close to \$275 a month. This amount is unsustainable for us and many homeowners who are barely hanging on in this economy.

If these draconian increases are allowed it will significantly lower the desirability for people to want to buy homes and live here. Already prospective buyers are being warned off buying in Anthem by real estate agents in the north valley because of the water issues here. We are concerned that at some point there could be a tipping point that could create a rapid exodus from this community turning it into a ghost town.

We trust the the Commission will take this into consideration the damage that American Water's request could easily have on the sustainability of this community.

Thank you for your attention on this matter,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robert Harbison

Anthem, AZ 85086
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89089

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 89090

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James**

Murphy

Account Name: Murphy

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: James Murphy [mailto:
Sent: Tuesday, September 07, 2010 3:59 PM
To: Utilities Div - Mailbox
Subject: Anthem Water and Sewer rates

To the honorable Commissioner,

I wanted to take this opportunity to let you know how I feel about the proposed water rate increases for the Anthem community. I feel that this increase in the rate for Anthem citizens is completely unreasonable. We already pay some of the highest rates in the State of Arizona. This will have a terrible impact on my personal finances. Times are difficult and it is unfortunate that Arizona American Water Company made a purchase that is not returning on the investment that they had hoped. Everyone makes poor decisions at some point in their lives or careers, but I don't think the burden of those mistakes should be placed on the backs of everyday citizens.

This increase would be a terrible hardship for my family and I. In these tough times we are doing all we can to cut back expenses to make ends meet and this type of increase makes it hard on us.

Thank you for reading this and I hope that you make the right decision for us.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Jim Murphy
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89090

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89091

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Art & Pam Pullems

Account Name: Pullems Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Art & Pam [mailto:
Sent: Tuesday, September 07, 2010 3:54 PM
To: Utilities Div - Mailbox
Subject: Water increase

We're retired and have no room in our budget for such increase. It would effect several items in our monthly budget (hoa dues, house water, etc.) and we are on a fixed income.
Please vote NO on this proposed increase

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89091

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89092

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard

Tigges

Account Name: Tigges

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

-----Original Message-----

From: Richard Tigges [mailto:
Sent: Tuesday, September 07, 2010 4:08 PM
To: Utilities Div - Mailbox
Subject: Anthem water rates

Message to Arizona Corporation Commission

Subject: [Anthem water rates

The past water rate increase of about 2 years ago should never have happened. I think everyone of clear conscience would agree with that.

The current request from Arizona American Water is so far out of reason that it is laughable. Except it is definitely NOT FUNNY!

None of the options presented by them are acceptable.

What IS acceptably is to grant them nothing, AND to reverse the past increase!

I believe the commission's job is to protect the consumer, while allowing a business like Arizona American Water to make a reasonable profit. It is not to help them take money from consumers to pay for bad business decisions. Or to make a huge profit. In these economic times, asking for an increase is not a responsible thing for a company to do. Neither is granting an increase of any kind.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Having observed the number of lawyers working on Arizona American Water's behalf, I would have to believe they are currently doing quite well.

PLEASE do the correct and responsible thing and protect the consumer from this giant corporation.

We consumers are watching very closely to see how each commissioner votes on this issue.

Causing another hardship on this community could very well destroy it, and more importantly, the people who live here.

Richard Tigges

*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89092

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89094

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jim Stueken

Account Name: Stueken Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Jimstuecken@aol.com [mailto:Jimstuecken@aol.com]
Sent: Tuesday, September 07, 2010 4:09 PM
To: Utilities Div - Mailbox
Subject: Water Rate Increase

Your proposed increase will continue to destroy property values in Anthem and create hardships for many families on limited incomes. Who in their right mind would want to move into a community with the highest water rates in the State? Many couples are out of work; surviving on one income versus two in the past; and/or working at jobs that pay less than their previous employment paid. There has got to be a way (possibly consolidation) to minimize the devastating impact this increase will have on the community. If you force enough families into foreclosure or short sales, you will have fewer people in Anthem using water. What will you gain by being greedy?

Please reconsider the magnitude of the proposed increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2010 89095

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dwight**

Christensen

Account Name: Christensen

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Dwight Christensen [mailto:

Sent: Tuesday, September 07, 2010 3:38 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: Water rates in Anthem, AZ

Arizona Corporation Commissioners,

Thank you for putting the water rates issue on your plate. As a home-owner who struggles to stay an owner, I appreciate all that you can do to ease the pain of high utility rates.

When I was a part-time resident, I was amazed how much I would pay for water, when the only water used was for a month of automatic watering system. Further due to a peculiar measuring system, I would pay the same amount for Sewer service, when I knew that no one flushed the toilet for the whole month.

Now, because I paid down my mortgage to save high interest rates on my 2nd loan, and decreased home values, it makes no sense for me to sell the property even though rental income is \$1000 less than my monthly expenses, when I include the required HOA fees and property taxes. It seems that many other residents in my neighborhood, Prestancia have bailed or have been foreclosed upon.

Please help us to not have to pay for the mistakes of Pulte for negotiating such a poor contract as to hide this utility expense until now.

Dwight Christensen, Owner

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Anthem, AZ 85086
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89095

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89096

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Murray**

Gordon

Account Name: Gordon

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Murray Gordon |
Sent: Tuesday, September 07, 2010 4:27 PM
To: Utilities Div - Mailbox
Subject: Proposed Anthem Water Rate Increase

Dear Commissioners.

A recent letter by the president of the Anthem Country Club Association, Bob Tack, to Chairwoman Mayes expressed the concerns and sentiments of all residents of this community numbering 40,000 people and many business people whose future financial impact will be devastating and create a potential hardship that would cost all concerned very dearly.

The impact would force businesses to close, residents to move, and community activities to cease. It is imperative that the commissioners look upon this debacle as an overkill situation to try and recoup an investment that has gone sour and out of control with no thought of the consequences.

The water company, with it's many holdings, I am sure, are very profitable and can find ways to reduce their costs to make ends meet much easier than the Anthem community can with everyone's limited income during this critical time period in our lives. Most businesses have reduced their overall expenditures to cut costs to save their livelihood. Residents cannot do this without suffering from the loss of the essence of life, WATER, our most valued and treasured commodity. This action by the water company will be as costly to all as a major earthquake, a raging tornado or vicious hurricane (ala Katrina).

Mr. Tack's letter to you says it all, and I implore you to heed the voices of all of us that will be severely impacted upon, to look into your conscience and think to yourselves if this was happening to you or your family what you would have done. Probably the same as we are now doing. So do the right thing and give us the break we are all looking for and we will all be better off in the long run.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank You,
Murray Gordon
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89096

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89098

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Robert**

Hankin

Account Name: Hankin

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Robert Hankin [mailto:
Sent: Tuesday, September 07, 2010 4:29 PM
To: Utilities Div - Mailbox
Subject: Water rates

My wife and I moved into this development almost 11 years ago and never were we informed about this BS with the infrastructure that is being rammed up our behinds. This will most definitely present a further hardship to us. We are both on fixed incomes living off of social security and small pensions. This is hardly the time for this as everything else is going up and we are going down the drain with the water. I will be glad to sell my house and get out of Anthem if I can. It will be posted throughout the United States on face book and every other media warning future buyers of Pulte properties along with Del Webb.

Very concerned homeowner,
Robert and Laura Hankin

Anthem,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89098

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 89099

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
David Harris

Account Name: Harris Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: david harris [mailto:david.harris@arizona.com]
Sent: Tuesday, September 07, 2010 4:33 PM
To: Utilities Div - Mailbox; Utilities Div - Mailbox
Subject: Anthem Water Rates

Dear Corporation Commission,

I don't know how to convey to you the problems that will result if our water rates are once again doubled. When we moved into our home about seven years ago, our water rates were about \$60 a month. It was more than we were used to paying, but decided we could accept it. About five years later, the rates doubled on us to about \$112 a month. That was in an outrageous and unexpected jump, but now just two years later we would be looking at another doubling resulting in over \$200 a month if the rate increase is approved? I am boiling with anger as I write this because I don't see how anyone could not see the injustice in this.

My wife and I both work to support ourselves and our two kids. My income has been cut by fifty percent over the last two years, and we are eating into what little savings we have just to maintain our house and our basic needs. Not only would this increase be adding another \$100 to our monthly expenses, but it would also hurt all of the home values in Anthem. Who would buy here if they can get a comparable home nearby and pay 1/4 the amount in water fees?

This is a potential disaster for our community. Please think carefully before making a decision that could adversely affect so many.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thank You,

Deputy Attorney General

Case No. 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89099

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 89100

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

Complaint By: First: Last:
Theron Sims

Account Name: Sims Home: (000) 000-0000

Street: n/a Work:

City: Phoenix CBR:

State: AZ Zip: 85086 is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: Buddy Sims [mailto:
Sent: Tuesday, September 07, 2010 4:39 PM
To: Utilities Div - Mailbox
Subject: Water Rates

Commissioners,

We recently purchased our home at 41506 N. Tangle Ridge Ct, Anthem, AZ 85086 in 2009 and are in the process of moving from Austin, TX to ACC.

We thought we had the long-term utility bills computed for our level of income and retirement before purchasing the home. Now, we are faced with another un-budgeted increase of probably more than \$250 per month since our re-sale house has two swimming pools. If we knew back in 2009 about this water problem, we never would have purchased in ACC but more importantly never bought a house with two swimming pools! At your proposed rates, we will drain both pools and fill them in with dirt subtracting from our retirement years of pleasure.

We would have stayed in Del Webb, Sun City, TX if we knew this mess was in progress and shopped around for a cheaper community for the long run. TX water per month bill was always less than \$35.00 even in a drought!

Please make this rate increase fair for us, Seniors, on fixed incomes - social security and pensions with no hope of finding jobs to make up the difference.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

v/r,

Theron & Bonita Sims
Anthem, AZ
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89100

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 89102

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Sue

Krings

Account Name:

Krngs

Home: (000) 000-0000

Street:

n/a

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85086

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

-----Original Message-----

From: Sue Krings [mailto:

Sent: Tuesday, September 07, 2010 4:47 PM

To: Utilities Div - Mailbox

Subject: Arizona American Water rate increase

To Whom it May Concern:

Re: Water rate increase

Time's are very hard for everyone in America. An increase in our water rates from Arizona American Water would devastate a lot of families in Anthem. Arizona American Water is a Multi million dollar corporation with yearly profits. We are retired and on a fixed income the increase that they are asking for is over the top. This could be enough for some residence to end up not being able to meet all of there bills, which in return could end up with more homes going into foreclosure. The state does not need this. I feel that Arizona American Water could use other standard practices to secure their return of infrastructure investments.

Concerned Resident of Anthem

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89102

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89104

Date: 9/8/2010

Complaint Description: 08G Consolidation - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Lori** **Kort**

Account Name: Kort

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET Nos W-01303A-09-0343 AND SW-01303A-09-0343 ANTHEM OPPOSED TO RATES

From: tfcdocs Kort []
Sent: Tuesday, September 07, 2010 4:51 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate increase

Dear Arizona Corporation Commission,

If the proposed rate increase is approved our water rates will severely impact us financially. Our water/sewer rates are already extremely high compared to other places. I had a home is Prescott Valley, Arizona and my water and sewer bill is \$32.00 a month. I use no more in Anthem and it is \$140.00 a month.

This increase if approved will severely affect my monthly budget and hamper our lifestyle in Anthem. Arizona American Water Company, is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment.

Please take this into consideration before you allow this multimillion dollar corporation to increase their fees.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,

Lori Kort
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed:

Opinion No. 2010 - 89104

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2010 - 89097

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Bert & Pearl

Beyer

Account Name: Bert & Pearl Beyer

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Pearl Beyer [mailto:the3bros@qwest.net]

Sent: Wednesday, September 08, 2010 7:33 AM

To: Utilities Div - Mailbox

Subject:

To Whom it May Concern:

We are and have been a resident of Anthem, Az. for 10 years. We are on and have been on a totally fixed income and therefore feel that the increase is way over the top. This area has experienced a huge foreclosure rate and the increase that ur asking 4 will only compound the problem.

Please be cognizant of this fact when ur working the numbers.

Bert & Pearl Beyer

Anthem, Az. 85086

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89097

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89109

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ron & Victoria Last: Boyd

Account Name: Ron & Victoria Boyd

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: vlb [mailto:
Sent: Wednesday, September 08, 2010 5:07 AM
Cc: vlb
Subject: Arizona American Water
Importance: High

Dear Commissioner:

We are sure you hearing from many Anthem, Arizona, residents. The pending water rate case is the "talk of the town".

Actually, as new residents to Anthem (and Arizona), we are still trying to understand WHY Anthem residents are EVEN BEING CONSIDERED as the solution to this debate. Since when is it fair for residents to pay outrageous rates for water just because a corporation refuses to utilize the standard infrastructure repayment financing approach utilized by all other water companies (i.e. financing over a 35 or 40 year timeframe)? To us, this is simply unbelievable.

We are writing to ask you to make a decision that is fair to the residents of Anthem. American Water is the largest publicly-traded water Corporation in the United States. It is a very profitable corporation, currently paying dividends. Why is this even being debated? Again, why don't they use the standard infrastructure repayment financing process?

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We beseech you to consider all the hardships this community will bear if you do not make a fair decision. Past commissioners have made decisions without understanding the industry-accepted financing approach to water infrastructure.

Please be smart about your decision.

The proposed rate increase will not only have a devastating impact on our monthly water bill, but will also increase

cost for all other aspects of our community. We will then have to pay more at businesses, HOA dues, community-wide properties, etc.

We will be extremely disappointed if you vote for a rate increase. We will not only be unhappy due to the increased

cost, but even more disappointed in the leadership and decision-making capabilities of Commissioners.

Please vote for NO RATE INCREASE. We are anxious to hear from you. You can communicate to the address below or email vlb@midwestfamily.com.

Sincerely,

Ron and Victoria Boyd

4

Anthem, AZ 85086

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89109

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 - 89115

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Chris Last: Faulkner

Account Name: Chris Faulkner

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85064

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Chris Faulkner [mailto:

Sent: Tuesday, September 07, 2010 9:33 PM

To: Utilities Div - Mailbox

Subject: Re: Docket W-01303A-09-03-43, SW-01303A-09-03-43 Anthem Water Rate Increase.

To: Chairwoman Mayes

Commissioners Kennedy, Newman, Pierce, Stump

Re: Docket W-01303A-09-03-43, SW-01303A-09-03-43 Anthem Water Rate Increase.

Of all the things in life that DON'T MAKE ANY SENSE, THIS PROPOSAL IS AT OR NEAR THE APEX. I will hold you personally responsible if you vote in favor of this proposal and will vow to NEVER NEVER NEVER VOTE FOR ANY OF YOU AGAIN. Don't you see this will kill business and an otherwise lovely neighborhood. Don't you know we already pay more for water than everyone else. BE A GOOD NEIGHBOR AND DISAPPROVE OF THIS FOOLISHNESS. REMEMBER... YOU ARE TO "REPRESENT" THE PEOPLE WHO PUT YOU IN POWER NOT THE MONOPOLY OF WHAT SHOULD BE A PUBLIC WORKS. WE WILL HOLD YOU RESPONSIBLE!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The angry voter at 41116 N. Prestancia

Chris Faulkner
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/8/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89115

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89121

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Brian

Bedard

Account Name:

Brian Bedard

Home:

Street:

Work:

City:

Anthem

CBR:

State:

AZ

Zip: 85064

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From:

Sent: Tuesday, September 07, 2010 9:31 PM

To: Utilities Div - Mailbox

Subject: Anthem Water Rate Increase

Dear Commissioners,

PLEASE do not grant Arizona American Water any more rate increases. We are struggling enough keeping up on our mortgage payments and other household items. This will devastate us and if we were to sell our home who would want to buy in this area with such astronomical water and sewer rates. Again please say NO!

Respectfully,
Brian Bedard

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2010

Opinion No. 2010 - 89121

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89093

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Mary **Last:** Hill

Account Name: Controller

Home: (000) 000-0000

Street: Precision Delivery Systems

Work: ()

City: Anthem

CBR:

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Mary Hill [mailto:
Sent: Wednesday, September 08, 2010 7:00
To: Utilities Div - Mailbox
Subject: proposed water rate increase

With regard to the proposed water rate increase by American Water Company, please consider the devastating consequences that it will have on our community. In this hard economic environment that we are currently in, it is difficult on the household budget to afford the current water bills that we receive, and an increase of this magnitude will make that even more difficult. Not only will this proposed increase cause additional stress to individual homeowners and their water bills, but will ultimately result in increased costs with all other facets of our daily lives. Homeowner association bills will increase per household as the increased water rates to maintain common areas will be passed on to each household in the form of increased monthly dues, prices for everyday services, restaurants, etc will increase as these businesses will ultimately pass along the increased water bills to the final consumer. Anthem is a wonderful community but I am concerned that this increase could cause a mass exodus as people will no longer be able to afford to live here and the community as a whole will be negatively effected. American Water Company certainly has the resources to be able to spread this rate increase out over a much longer time frame and that would not cause them any financial problems. I would hope that the commission will make the decision to allow the people of Anthem to be able to afford to live here and require American Water Company to act responsibly and do this rate increase in a much smaller amount over a much longer period of time so it will not have such an immediate negative impact on individual peoples lives.

Mary Hill
Controller
Precision Delivery Systems

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89093

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: , - - - - -

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89108

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: James Last: Eller

Account Name: James Eller

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: :

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Eller, James
Sent: Wednesday, September 08, 2010 6:43 AM
To: Utilities Div - Mailbox
Subject: Proposed water rate hike

Dear Commissioners,

I write this letter of concern to you as an Anthem homeowner and as a financial analyst that has studied the home market meltdown in AZ (as well as other parts of America). I started to research the housing meltdown in mid 2008 to determine when we as a nation could possibly see a bottom in prices put in. The places in the country that got hit worse (no surprise) where those areas that saw the largest growth in construction/prices during the years between 2003 to 2007. The Phoenix area was one of those areas. I concluded that when we would see rental rates support the home prices as an investment purchase; that the lows would be established. On or around February of 2009, I observed that home prices in some of the Phoenix area had dropped so low that the rental income (after RE taxes, HOA fees and estimated maintenance) provided a positive cash on cash return of close to 3-5%. This was one of the reasons that our investment partnership purchased REITs for our clients and my wife and I purchased a home in Anthem to use down the road when we retire. Subsequent to early 2009, I have noticed that the home prices in Anthem have stabilized (although lately there has been some additional weakness).

If your department pushes through the water rate increase to the 77% level that has been communicated to me; you will be doing this at a time that will cause a second wave of downward prices in a very fragile market for homes. The cost to homeowners of the increase is not just the dollar amount increase of their personal water bill; but the compounded cost of an increase in their HOA fees and local retail prices. See below:

The proposed water rate increase could raise your water rates by 77%. This means an average monthly

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

water/sewer bill of \$125.00 could be increased to over \$200.00! The Anthem Country Club Community Association (ACCCA), the Anthem Community Council (ACC), the Parkside HOA and the Anthem Golf & Country Club (AG&CC) are working together to help homeowners understand the importance of communicating with the AZ Corporation Commissioners regarding the proposed rate increase. Their decision will be rendered shortly. The ACC, ACCCA and AG&CC are working to determine how such a rate increase may affect your monthly Club dues and your quarterly ACC and ACCCA assessments. As soon as that information is available, it will be shared with you.

I have not estimated the cost per home that this large increase in water prices will have on all of the homeowners; but I guarantee that home prices will drop to reflect the compounded expenses of purchasing or renting a home in Anthem. You will be pushing this price drop at a time when a second wave of weakness in prices is "beating down" already struggling homeowners. More foreclosures are sure to follow.

I ask to consider the gravity of your decision at a time when homeowners do not need additional reasons to throw in the towel and walk away from their mortgage commitment.

Sincerely,

James Eller

Anthem AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89108

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89113

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Almira Baker

Account Name: Almira Baker Home: (000) 000-0000

Street: email address only Work:

City: Anthem CBR

State: AZ Zip is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Almira Torralba Baker [mailto:
Sent: Tuesday, September 07, 2010 9:32 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Case

To Whom It May Concern:

I am a resident of Anthem and have heard of the water rate case that could lead to significant increases in our water bill here in Anthem.

The significant rate increase will affect my family's lifestyle and budget. Not only will it lead to cutbacks in our spending due to the rate increase, we will end up paying alot more for other necessary expenses as the rate increase will also affect businesses.

This water rate increase is even more troubling considering that our water company, Arizona American Water Company, is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment.

Please help your constituents and VOTE AGAINST this water rate increase.

Thank you,
Almira Torralba Baker
--
Almira Torralba Baker

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89113

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2010 - 89110

Date: 9/8/2010

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Elvin & Sue

Monteleone

Account Name:

Elvin & Sue Monteleone

Home: (000) 000-0000

Street:

email address

Work:

City:

Anthem

CBR:

State:

AZ Zip: 85086

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Elvin Monteleone [mailto:elvin@monteleone.com]

Sent: Tuesday, September 07, 2010 9:58 PM

To: Utilities Div - Mailbox; Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web

Subject: Arizona American Water Company - Anthem, AZ rate increase

Importance: High

To the commissioners of the Arizona Corporation Commission -

The water rate increase that has been requested by Arizona American Water is outrageous and unconscionable by any reasonable standard. This increase, if granted, will have a significant adverse impact on our family and thousands of others like us who live, work and raise our children in Anthem. If the Commission grants this increase, then the Commission and every one of its currently elected members will have effectively positioned itself as an ally and supporter of Arizona American Water, effectively condoning and approving of their unethical and unconscionable actions. If that happens, the votes of my family and thousands of other adversely affected Anthem residents will need to be very carefully considered in future elections as regards candidates for Arizona Corporation Commission positions.

Other industry standard long term cost recovery alternatives are available to the water company. The Commission should insist that Arizona American Water Company adopts one of those recovery strategies that would impact this community far less adversely and should dis-approve this current rate increase.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Elvin and Sue Monteleone
Homeowners, Anthem Country Club
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89110

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89087

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mr. & Mrs

Metoyer

Account Name: Mr. Mrs. Metoyer

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR: (

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: Sheri [mailto:z

Sent: Wednesday, September 08, 2010 7:51 AM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: No water rate hikes!

There is a true sense of dishonesty with the rate hikes being perpetrated on the residents of Anthem. This was an issue for the developers and the purchase thereafter. If there was no disclosure to anyone about the payment bypass how can you believe the rate hike is ethical. Go to the Del Webb/Pulte companies where the \$'s should have been collected in the first place. Where are the ethic's police?!

Our community association will not be able to force people to care for their landscape if they can't afford to pay the water bill. We will truly become a desert!

The Metoyer's

Anthem residents

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89087

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 89107

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: George

Vadasz

Account Name: George Vadasz

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR: (

State: AZ Zip: 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET Nos. W-01303A-09-0343 AND SW-01303A-09-0343

From: George Vadasz [mailto:
Sent: Wednesday, September 08, 2010 6:05 AM
To: Utilities Div - Mailbox
Subject: Arizona American Water - Anthem

To AZ Water Commissioners,

Concerning the proposed water rate increase in Anthem, this rate increase for Anthem alone is objectionable and would destroy the value of the community. Everyone in Arizona is effected by the recent downturn in the economy and Anthem residents are no exception. It is unfair to burden us with such a harsh treatment. Have there not been other alternatives proposed?

Please reconsider.

George Vadasz
Anthem, AZ Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2010

Opinion No. 2010 - 89107

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax

)

Priority: Respond Within Five Days

Opinion

No. 2010 - 89141

Date: 9/8/2010

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Roy & Thelma

Enzie

Account Name:

Roy & Thelma Enzie

Home: (000) 000-0000

Street:

email address

Work:

City:

Anthem

CBR

State:

AZ Zip:

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Thelma [mailto:

Sent: Tuesday, September 07, 2010 8:17 PM

To: Utilities Div - Mailbox

Subject: water rate increase

Dear Commissioners:

I am asking that you seriously consider the impact that a water rate increase of 77% would have on the families who live in Anthem. Considering the economic situation at present, this increase would be very devastating for most families. Surely a large corporation like Arizona American Water could secure their return of infrastructure investment in some other way.

Please consider the affect on the families of Anthem when you make your decision.

Thank you

Anthem Residents

Roy and Thelma Enzie.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89141

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89123

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Mike & Betty**

Staniec

Account Name: Mike & Betty Staniec

Home:

Street: email address

Work:

City: Anthem

CBR:

State: AZ Zip:

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: -15-3107

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

-----Original Message-----

From: Mike and Betty Staniec [mailto: t]
Sent: Tuesday, September 07, 2010 9:14 PM
To: Utilities Div - Mailbox
Subject: Water rate increases in Anthem

Dear Sirs:

The water rates as they are now in Anthem are ridiculously high. To raise them another 77% is an abomination to this community and to our great nation. This is a classic example of how a private corporation is exerting its considerable power and influence to the detriment of a vulnerable and innocent public. Many of us would never have moved here if we knew this was going to happen. All of this was conveniently hidden from us during the buying process. If these rates go through, I believe it will cause the eventual downfall of this community. It will make it prohibitively expensive to live and do business here. As a resident of Anthem for the last ten years, and a registered voter, I implore you to disallow these ridiculous water rate increases. Thank you.

Mike and Betty Staniec

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89123

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89147

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John & Laura

Primer

Account Name: John & Laura Primer

Home: (000) 000-0000

Street:

Work: (

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: John Primer [mailto:
Sent: Tuesday, September 07, 2010 7:44 PM
To: Utilities Div - Mailbox
Subject: Arizona American Water Rate Increase Request

Dear AZ Corporate Commission,

I have been a home owner in Anthem, AZ, for the past 7 years and have seen my water rates increase to higher than my electric rates. The AZ Corporate Commission has continued to approve Arizona American Water Rate requests, because you have agreed that they were never paid for the installation of the infrastructure here in Anthem by the developer, Dell Webb (now Pulte). I have continued to request to Arizona American Water, that my water bill reflect the portion of this added cost that you have granted to them so as to indicate when their cost of the infrastructure would be paid off and our rates would drop accordingly. Before any additional rate increases are approved, I would hope you would hear my plea to you to require Arizona American Water to show how their costs are apportioned, and that this apportionment would show the payoff of the infrastructure that they claim is required. In order to believe you are being fair in my assessment of this issue, why not make them show this on their billing to the water using tax paying citizens of Anthem. I think this would make AZ American Water reassess their request for a rate increase. I believe the billing should show the current balance of their loan to build this infrastructure and show the remaining time until the note is paid off (I was told on a call to AZAW 5 years). Do you not audit AZ American Water on their rate requests? Once the infrastructure is paid off, would we not own this as a utility, similar to electricity, where we could choose alternate water sources? There is no competition when you only have to deal with one water company for something you have to have in order to survive. Please consider my request before approving any rate changes for AZ American Water. Make them show you the books on this before any decision is made on your part.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Very respectfully,
John and Laura Primer

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89147

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: () - -

Fax: () - -

Priority: Respond Within Five Days

Opinion No. 2010 - 89159

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Peg L. Last: Borgert

Account Name: Peg L Borgert

Home: (000) 000-0000

Street:

Work:

City: Anthem

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Peg borgert [mailto:
Sent: Tuesday, September 07, 2010 6:53 PM
To: Utilities Div - Mailbox
Subject: Please don't increase the water rates

I don't know why there would be an increase of such drastic measure. I have a hard time believing that there can't be other measure that can be taken to keep cost in control.

Please don't increase the water prices.

Peg L Borgert
Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10
Emailed to Phoenix for docketing. FILE CLOSED.
End of Comments

Date Completed: 9/8/2010

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2010 - 89159

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 628-6555

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2010 - 89163

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Paul

Thompson

Account Name: Paul Thompson

Home: (000) 000-0000

Street: 1925 W Steinbeck Drive

Work:

City: Anthem

CBR: paul.thompson@cox.ne

State: AZ Zip: 85064

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Paul Thompson [mailto:

Sent: Tuesday, September 07, 2010 5:55 PM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Subject: Anthem Water Rate Increase

Please be advised that the rate increase proposal submitted by Arizona American Water will have a major impact on my standard of living, as a retiree with a limited income this increase will affect my ability to maintain living in Anthem and will force me to sell my home at not only currently depressed value, but an even further decrease that will be surely impacted in a major way if this increase is allowed to proceed. It is inconceivable that a company can make a deal with a developer, which the home buyer was not be informed about, with the expectation that the rate increases will cover their cost immediately. They are called the "Arizona American Water Company" not the Anthem Water Company. When I was in the business world if I made a business decision that had a cost associated with it, it was born by the whole company not one community or buyer. To say that the cost of the infrastructure was not in the development cost, is just not justifiable, I ask you to protect the home owners and business owners in Anthem from this unfair attempt by AWC to extort money from the people of Anthem, they are a national company that makes millions of dollars a year, and if it was a bad decision they made then they not Anthem should have to pay for it.

Sincerely,

Paul Thompson

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Anthem, AZ 85086

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89163

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez **Phone:** **Fax:** (

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89166 **Date:** 9/8/2010
Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Ken **Last:** Cohen
Account Name: Ken Cohen **Home:** (000) 000-0000
Street: email address **Work:**
City: Phoenix **CBR:**
State: AZ **Zip:** **is:** E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:** (

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Ken Cohen [mailto:]
Sent: Tuesday, September 07, 2010 5:21 PM
To: Utilities Div - Mailbox
Subject: AAW proposed rate increase for Anthem

Chairwoman Mayes and Commissioners:

I am an Anthem Country Club home owner and I have followed the proceedings regarding the proposed water and sewer rate increases for many months now. I continue to be deeply concerned regarding the potential outcome of these hearings. My water and sewer bills are currently more expensive than in many other parts of the country, averaging over \$90 a month. That is without a pool, and with my spending almost half the year away from Arizona. While I do run my sprinklers when I am away for the summer months, I do not use the sewage system but get charged nonetheless. For the most part, my bills hardly fluctuate from month to month as AAW's billing process generates a large fixed charge each month. There is no incentive to minimize water usage based on their billing system (though I try my best to limit the amount of water I use) which is in and of itself, a pure travesty which shows that AAW is not a good Corporate Citizen. They obviously feel they can just push their costs out to the end users, no matter what those costs are.

The increase being requested by AAW will double my monthly bill. That does not include the increase that I will see in my home owners dues because of their increased billings from AAW - I am sure I will be asked to absorb another \$50- \$100 dollars a month there. My cost for water and sewage will exceed my electricity costs - how can that be?? How can the Commissioners, in all good faith, allow that to happen.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I am currently disabled and unable to work. I have had no meaningful earned income for over two years and am struggling to pay my expenses. Every increase threatens my ability to continue to make all my monthly payments and keep my house. Many in Anthem have lost their homes to foreclose or to short sales which have seriously impacted our retirement years. Who will want to buy a home here after we become known as the community with the highest water rates in Arizona. How much lower can our property values sink?

It is just poor Corporate planning for AAW to put us homeowners in this position. I cannot believe there have not been less costly solutions to providing water and sewage services. AAW pays its Corporate leaders multi million dollar salaries, while those of us in our retirement years continue to suffer from their poor planning and billing practices.

Phasing in their requested increase is not much relief and I implore you not to take that easy way out. As a monopoly, AAW should be required by the Commission to deliver cost efficient services (that their customers can afford to pay). They need to find solutions to this problem, instead of just filing for rate increases. They have a responsibility to the communities they serve. Do not allow them to just pay lip service to that responsibility. Do not allow them to put even one more home into foreclosure!

They and Pulte colluded against Anthem homeowners. Please do not reward their underhanded methods to pass these outrageous cost increases on to our community. It will only drive more home owners into bankruptcy and foreclose. With less people to pay their outrageous bills, they will only come back to the Commission and ask you to approve more rate increases to make up for those homes which are not able to pay their monthly bills.

Please tell them that they must develop billing practices that provide incentives for reducing water use. Please tell them that they cannot pass through the costs they incurred in defrauding the Anthem homeowners. Make them find ways to operate more efficiently.

Please do not let them kill our community!!

Thank you for your consideration,

Ken Cohen

Anthem, Arizona
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89166

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: (770) 444-1111

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89170

Date: 9/8/2010

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Glen & Amy **Holloway**

Account Name: Glen & Amy Holloway

Home: (000) 000-0000

Street: email address

Work:

City: Anthem

CBR: 6

State: AZ Zip: 8

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (770) 444-1111

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Glen and Amy Holloway [mailto:]
Sent: Tuesday, September 07, 2010 5:08 PM
To: Utilities Div - Mailbox
Subject: Anthem Water Rate Case

As I am writing this email I am wondering how I am going to pay for this proposed increase. I have spent the last few months cutting expenses everywhere I can to try and minimize any impact to my finances. I really don't know where I will find these funds to pay for this increase should it be approved.

It is shocking to me that this company is potentially going to get away with charging their customers, who have nowhere else to go, for something the homeowners were never told about and were actually told all infrastructure was complete prior to purchase.

We moved to Anthem based on an understanding of the then current rates and assumed there would be some movement but this is truly outrageous. Is it really fair and equitable? Is there really no other way? The homeowners affected by the "deal" between the developer and the water company had no knowledge and no say. I would guess if we did know about it, there would have been no homes sold in this area.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I ask you not to allow such an egregious request to be considered. Please show Arizona American they cannot ask for such an increase in rates without regard for the homeowners. Show them they must come up with a more equitable way of recouping these infrastructure costs, costs that were never disclosed to the homeowners.

Thank you for your consideration.

Glen and Amy Holloway

Anthem homeowner

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

9/08/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/8/2010

Opinion No. 2010 - 89170

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 89174

Date: 9/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Ray **Last:** Cimolini

Account Name: Ray Cimolini **Home:** (000) 000-0000

Street: email address **Work:**

City: Anthem **CBR:**

State: AZ **Zip:** 85064 **is:**

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: **Contact Phone:**

Nature of Complaint:

Docket W-01303A-09-0343, SW-01303A-09-0343

From: Ray Cimolini [mailto:
Sent: Wednesday, September 08, 2010 8:39 AM.
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox
Subject: Water Rate Increases in Anthem

Attention: Arizona Corporation Commissioners

Dear Commissioners,
My concern with an increase in water rates is a very simple but critical financial formula.
The price of my home continuing to depreciate plus the cost of services increasing and my retirement income constant = equals a short sale or foreclosure.
My recent decision to retire and move to Anthem was based on my ability to balance my budget within my retirement income.
A large rate increase will create a significant financial challenge for me to sustain a comfortable living in the Anthem community.
I am hoping that you will reconsider the financial burden that large rate increases will place on retirees.
Thank you for your time and consideration.
Respectfully,
Ray Cimolini
Anthem, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/09/10

Emailed to Phoenix for docketing. FILE CLOSED.

End of Comments

Date Completed: 9/9/2010

Opinion No. 2010 - 89174
